

CENTRAL UNIFIED SCHOOL DISTRICT**POSITION DESCRIPTION**

Position:	Technology Services Manager	Classification:	Classified Management
		FLSA:	Exempt
Reports to:	Director Of Technology Services	Salary Range:	Classified Management Salary Schedule
		Work Year:	225 days

SUMMARY

Under the direction of the Director of Technology Services, supervise the district computer support specialists as well as install and maintain the full range of district servers and networks enabling network services governing data communications among district computers. Provide advanced technical support and troubleshooting including network architecture and design. Provide lead technical support to other technology staff.

EDUCATION AND EXPERIENCE

Any combination equivalent to: degree in computer science or related technical field and/or 5 years' experience in network operations, network administration, and personal computer support. CNE and/or Microsoft MCSE certification preferred. Requires experience in the design, implementation, and on-going support of integrated local and wide area networks.

Must possess a valid driver's license

Certificates: CNE, MCSA, or MCSE preferred

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential responsibilities and duties may include, but are not limited to, the following:

1. Maintain network systems including routers, switches, servers, and workstations.
2. Installs, configures, tests, and implements servers and networks supporting multiple district network functions such as Exchange email, IIS and Windows Servers.
3. Supervises, trains, and evaluates assigned personnel. Provides or coordinates staff training. Works with assigned personnel to improve work performance.
4. Monitors system performance, analyzing performance statistics, and modifying systems and operating parameters.
5. Formulates and implements systems including tuning strategies. Monitors disk space availability. Examines files on disks having insufficient space. Removes obsolete or other nonessential files, as necessary.
6. Develops, implements, and enforces network naming and addressing standards among all networks including those on different formats.
7. Collects systems workload and/or disk utilization statistics and projects future systems usage. Recommends systems hardware and software purchases to meet growth and security needs.
8. Configures, installs, and maintains directory structures, security, and applications software. May survey users to determine the common applications and variety of software as well as software needs.
9. Develops and maintains up-to-date documentation for network infrastructures, servers, and procedures. Conveys information to technology staff as appropriate regarding network and server interface protocols.

10. Develops strategies for network server data backup, including replication, recovery, and disaster recovery plans.
11. Schedules system downtime with end users and technical staff members to facilitate hardware and software upgrades, changeovers, and backups.
12. Coordinates with other networking staff regarding installation of computers, printers, modems, cabling, peripheral communications equipment, servers, routers, and hubs.
13. Supervise installation and maintenance of district computers connected to the district local and wide area network as well as services such as email, web and library resources, and instructional software.
14. Monitors memory usage of networks, network printing, and network technical resources. Maximizes performance and recommends upgrades as appropriate.
15. Researches, determines, defines, and recommends network changes to ensure continuous operations, desired performance and service.
16. Supervises in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff and equipment users to identify and resolve problems.
17. Supervises in the proper installation and configuration of district workstations, laptops and peripherals.
18. Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
19. Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills:

1. Knowledge equivalent to CNA or MCSE certification
2. Methods, tools and equipment used to troubleshoot and maintain routers, switches and servers
3. Professional knowledge of personal computer based local area networks
4. Network operations over multiple servers and platforms
5. Integration of data and telecommunications
6. Principles and practices of data processing and systems administration, including connectivity between network servers
7. Intermediate knowledge of Microsoft Windows Server and Microsoft Exchange systems
8. Physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections; and routing, switching, and repeating equipment.
9. Thorough understanding of the topologies with an understanding of district protocols.
10. Communication skills to convey highly technical concepts to supervised staff
11. Sufficient math skills to set up numeric sequences
12. Writing skills to document user transactions and to outline steps for solving problems
13. Record keeping
14. Appropriate safety precautions and procedures
15. District Organization, operations, policies and objectives.
16. Principles and practices of supervision and training

Abilities:

1. Integrate all servers and networks into a common system
2. Plan, organize, and implement multiple networks
3. Perform the full range of complex and technical duties including server administration.

4. Install networks including but not limited to workstation-to-server and server-to-network communications using multiple platforms.
5. Install, configure, and troubleshoot networked computer workstations, systems, and programs used by the District in both instruction and administrative areas.
6. Install and configure microcomputer components such as, but not limited to, cards and drivers. Fabricate and connect interface cables and connections between computers.
7. Analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs.
8. Install, configure, integrate, maintain and troubleshoot equipment, systems and programs used by the district.
9. Prioritize and delegate work
10. Read, interpret and apply complex technical information.
11. Schedule work to utilize district technology personnel efficiently and effectively
12. Train, supervise and evaluate personnel

Environment:

Indoor and outdoor environment

Physical Abilities:

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment

Hand eye coordination and dexterity to make small component connections

Visual acuity to read technical documents and instructions and align small components

Auditory ability to carry on routine conversations with end users

Lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis

Work in confined areas with noise variations, dust, and limited ventilation